

Methodology (1)

I. When: June through August 1999

II. Participants:

- **Self-Assessment Team:** Composed of members of the Quality Council and PTO Maxwell School participants
- **Oversight:** The Office of Quality Management
- **Facilitators:** Brian Usilaner and Dick O'Brien - experienced Quality Award Examiners

Methodology (2)

III. Key Steps:

- 1. Training Session on the Use of the Baldrige Criteria (3 days)**
- 2. Planning Session for Conducting the Self-Assessment (2 days)**
 - **Divide into Category Teams**
 - **Identify key data and information needed**
 - **Coordinate across Category Teams**
- 3. Data and Information Collection (4 weeks)**
 - **Review pertinent materials**
 - **Interview key officials and employees throughout the Agency**
 - **Follow-up interviews to clarify key points**
 - **Review Key Performance and Results Measures from all Business Units**

Methodology (3)

III. Key Steps: (continued)

4. **Category Teams Identify Major Strengths and Opportunities for Improvement**
5. **Category Teams Present Findings to All Team Members (2 days)**
 - **Discussion**
 - **Changes**
6. **Key Strengths and Opportunities for Improvement Finalized (1/2 day)**
 - **Changes**
 - **Prepare Final Report**